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Director of Administrative Services



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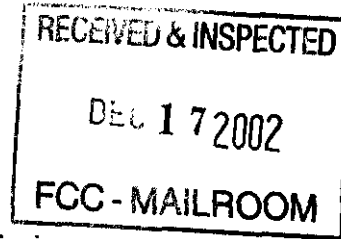
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Clerk

December 9, 2002

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street, SW  
Washington, DC 20554



Re: Appeal Rejection by Universal Service Administrative Company

Dear Ms. Dortch,

I am writing to you regarding a certified letter sent to your office (copy attached) on October 28<sup>th</sup>, 2002. My concern at this point is that we have not received any response to our request and its status in the appeal process.

We are a private not for profit agency providing educational services for children with behavioral disabilities. Because our primary funding source is Medicare, the dollars we receive through the E-Rate program are extremely critical in our attempts to upgrade technology in the classrooms.

I am requesting your assistance to insure that this appeal has been received and is being processed in a timely manner.

We would appreciate a written response.

Sincerely,

  
William J. Cuddy, Director  
Information Technology Services

Cc: William F. Caton, Deputy Secretary  
Sheryl A. Segal, Associate Secretary for Information Services  
Glwia Thomas, FCC Library Manager

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October 22, 2002

Federal Communications Commission  
Office of the Secretary  
445 12th Street, S.W.  
Washington, DC 20554

RE; Application Number: 229262

Funding Year: 4

Date of Issuance of Rejection Letter 03/15/02

Date Appeal Received: 9/24/02

CC Docket Nos. 96-45 and 97-21

To Whom It May Concern:

I am writing to appeal the rejection received from the Universal Service Administrative Company. The basis of the appeal is that all of the necessary papers (Form 470 and copies of our bills) were filed in a timely manner with the appropriate documentation. Our verification of our timely filing of FRN 585182 is the acceptance of FRN 584962, FRN 586443 and FRN 586644. All of these requests were filed at the same time. The denial occurred because the Schools & Libraries Division's employee reviewing the submitted documentation was unfamiliar with the history of the State of Maine's major communication company, New England Telephone. Since the national break up this telecommunication company, New England Tele and Tele Co., has done business under several names.

On August 26, 2002, I accepted the position as the E-rate coordinator for The Spurwink School. At the time of the conversion, Form 486 Notification Letter (Funding Year 4: 07/01/2001 - 06/30/2002) had been approved. Therefore, my first duty was the completion of the Forms 472's. As I searched for the Funding Commitment Decision amounts, I discovered a March 15, 2002, fax of a rejection letter. Ms. Carmody stated, "the service provider is New England Telephone but the bill used to support the monthly request is from Verizon. To clear, please provide a detailed bill from New England Telephone Company."

In August, I contacted Edna Comstock, School and Libraries Division of Maine, to discuss the impact of this fax. Edna was quite confident that a telephone phone call to Alice Carmody would resolve this issue. This was based on the past experience that it was not common knowledge to people outside New England region that Verizon and New England Tele & Tele Co. were interchangeable entities.

During the latter part of August and the early part of September, I made several attempts via phone messages, e-mails and faxes to contact Alice Carmody. Unable to receive a response, I submitted a letter of appeal to The School and Libraries Division in Whippany, New Jersey.

On September 28, 2002 the Universal Service Administrative Company referred me to the next step in the appeal. To recap quickly, The Spurwink School submitted the necessary documentation for FRN 585182 to obtain reimbursement. The difficulty was created because the New England Tele & Tele Company did not receive a different spin number when its billing entity changed its name. This coupled with the lack of the regional knowledge of this particular phone company caused ~~an~~ erroneous rejection of the request. The Spurwink School requests the amount of \$88,328.04 (Pre-Discount Amount) be reinstated in our e-rate funding.

Thank you for your time.

Philene Berry  
Financial Analyst